



# Quinte Immigration Services

## Annual General Meeting

*Tuesday, October 27<sup>th</sup>, 2020 at 6:00pm*

Meeting will be held via Zoom

Registration link:

<https://zoom.us/meeting/register/tJIscoyprDkuH9biWt2E8UEC1SKyToRuGdCx>



***CELEBRATING OVER 30 YEARS  
OF CULTURE & DIVERSITY IN THE QUINTE AREA  
1986-2020***

# Table of Contents

Board of Directors.....	2
Our Mission/QUIS Staff.....	3
2020 AGM Agenda.....	4
Message from the President.....	5
Clients' Success Stories.....	7
Client Statistics & Data.....	8
CEOTIS/EDTI/STEP/QLIP.....	10
Past Events.....	12
Upcoming Events/Your help is important!.....	13

## Board of Directors

**President** – Paul Osborne

**Vice President** – Colleen Tripp

**Treasurer** – Esthel Issa

**Secretary** – Connie Gallupe

**Board Meeting Process Leader** – Gordon Gazley

### Directors:

Aptie Sookoo

Karen Kitchen

Wendy Chesworth

Gregory Burns

# Our Mission

Quinte Immigration Services will assist newcomers isolated by cultural and language barriers in the Quinte region through the process of orientation and settlement while encouraging public respect for the diversity of immigrants, the promotion and recognition of the value of racial and cultural differences and the facilitation of integration and participation of newcomers into the social, economic and cultural aspects of the community.

## QUIS Staff

**Executive Director** – Orlando Ferro

**Senior Finance Manager** – Helen Rector

**Sr. Program & Client Services Manager** – Meghan Beatty

**Settlement Worker** – John Mark Robertson

**Settlement Worker** – Jennifer Bryant

**STEP Program Coordinator** – Nallely Sanchez Martinez

**Job Developer** – Marie Obara

**Assessment Support Worker** – Rosa Ortega

**QLIP & EDTI Coordinator** – Catherine Fisher Andrews

**EDTI & OINP Assistant** – Emily Wessels

**Administrative Assistant** – Olga Filippova

## AGENDA

### Annual General Meeting Quinte Immigration Services

**Tuesday, October 27, 2020**

**Zoom Registration:**

<https://zoom.us/meeting/register/tJlscOyprDkuH9biWt2E8UEC1SKyToRuGdCx>

**Time: 6:00pm**

---

Meeting called to order by Process Chair

Welcome by President of the Board

- Greetings from Neil Ellis, M.P. Bay of Quinte
- Approval of Previous AGM Minutes
- President's Report (printed in pamphlet)
- Report from the Nominating Committee (C. Gallupe)

External Auditors' Report

Questions and Answers

Motion to approve

Appointment of External Auditors

- Motion to Appoint Welch LLP as External Auditors

Adjourn



# Message from the President and Executive Director

## Annual Report 2019/20



*Paul Osborne, President of the Board*



*Orlando Ferro, Executive Director*

### **Funding changes and addition to services**

2019 brought to an end our 3-year contract with one of our main funders and the confirmation of a new 5 year contract that will provide stability for our services delivery framework of direct services to clients.

The Local Immigration Partnership funding has also changed from a contribution agreement to a grant. That in itself will allow for more time dedicated to the interaction with stakeholders and research as opposed to administrative internal reporting.

QUIS also exceeded in numbers on the Economic Development through Immigration Program and at the end of 2019, this program became the main support for the Ontario Immigration Nomination Program pilot project for the Quinte Area.

Thousands of email inquiries were received and assessed for feasibility of potential foreign skilled workers searching to fulfil labour shortages at the time.

In addition to that, new funded programs were added to support labour market initiatives and economic development. These additions brought the prospect of future funding levels to over one million dollars.

### **Operational activities**

Through the end of 2019, our programs have participated in multiple community interactions and committees with municipalities throughout the Quinte Region, such as the Belleville Inclusion Committee on anti-racism,

the Quinte West Safety Community Planning, LIP regular meetings and presentations, and Community Connections information sessions to clients among other activities.

Our settlement services have exceeded the targets set by contribution agreements.

The office retrofit was completed and additional retrofit for PPE was completed at the end of the fiscal year as a response to the COVID-19 pandemic in the frameworks of services delivery

### **Challenges: COVID-19**

At the beginning of 2020 in order to face the challenges of a pandemic, new protocols were set in motion to ensure the safety of our staff and clients.

Following the directions of Public Health our staff was set to work remotely.

QUIS provided all the necessary tools to minimize the impact on clients during this lock down period.

Cell phones were purchased for staff, lap tops were programmed to work remotely, and a new telephone system was purchased to interface staff cell phones to a central switchboard so that work would continue without interruptions. Also a new server with the capacity to handle all the additional IT needs replaced the old one.

All of these additional component costs were covered by the emergency funds set up by funders and assistance from the Canadian Red Cross for PPE.

During this time there was an impact on target numbers as many clients were laid off or simply could not work due to lack of daycare for their children.

Mental health cases increased among clients during the lockdown quarantine period and it was a challenging period since face to face services delivery were not available.

Despite all that we still managed to provide adequate services through e-mails and telephone calls to the majority of clients in need.

Our volunteer Board of Directors continued safely in their duties and responsibilities without interruption via email, teleconferencing, and Zoom technology for regular board meetings, committee meetings, and the like. Their contributions are greatly appreciated.

Total number of clients served from October 2019 to September 2020: 615

Total number of international students from October 2019 to September 2020: 205

Main language groups from October 2019 to September 2020: English, Punjabi, Hindi, Tagalog, Spanish, Arabic, Gujarati, Malayalam, French, and Tamil

Top ten nationalities from October 2019 to September 2020: India-227, Canada-70, Philippines-43, Jamaica-34, Great Britain-31, Syria-27, U.S.A.-23, Mexico-13, Vietnam-6, and Germany-6

Paul Osborne- President of the Board of Directors

Orlando Ferro- Executive Director

## Clients' Success Stories

Gaetano first came to QUIS in November 2019 with a request to help him in verifying his Permanent Resident status in Canada. He originally came to Canada in 1963 as a toddler with his parents from Italy and like many children who arrived in the 1950's and 1960's, he never received a Permanent Resident card when the Government of Canada switched over to their digital system. Now approaching retirement and able to access federal pension plans, this group of people find themselves blocked by not being able to prove their immigration status. In Gaetano's case, he had to search through an archive of his mother's documents to find the original paperwork.

QUIS supported Gaetano in completing a Verification of Status form and photocopying his documents. Once that was received, QUIS again helped Gaetano apply to become a Canadian citizen. Now he is taking some time off from a career in the skilled trades and looking forward to when he can attend a citizenship ceremony.

\*\*\*

Katie and her partner first came to QUIS in 2015 regarding a visitor extension, but also to find out about the possibility of spousal sponsorship. In 2016, Katie and her partner got married and started the process of applying for spousal sponsorship. There were several difficulties along the way and the sponsorship application was returned on three separate occasions. Nevertheless, Katie showed great patience and persistence and was at last successful in obtaining permanent residence in 2020.

Katie also came to QUIS for assistance with applying for CERB benefits, tracking application status, obtaining health insurance, and other matters.

In the end, Katie's persistence paid off and, with the assistance of QUIS, she was successful in her quest for permanent residence.

\*\*\*

Helena came to see QUIS in May of 2018 regarding her status. She had come to Canada with her family and was studying at a local high school as a visitor. Over time, the family's immigration status changed and QUIS assisted Helena and the family with visitor extension applications, a study permit application and information about other potential paths to permanent residence and lists of accredited immigration consultants.

There were many challenges along the way for Helena, but she persisted and things have turned out well for Helena. She is now married to a Canadian citizen and is in the process of being sponsored for permanent residence.

QUIS wishes Helena all the best.

# QUIS Client Statistics from October 2019-September 2020

In the last 12 months Quinte Immigration Services staff have helped 615 unique clients.

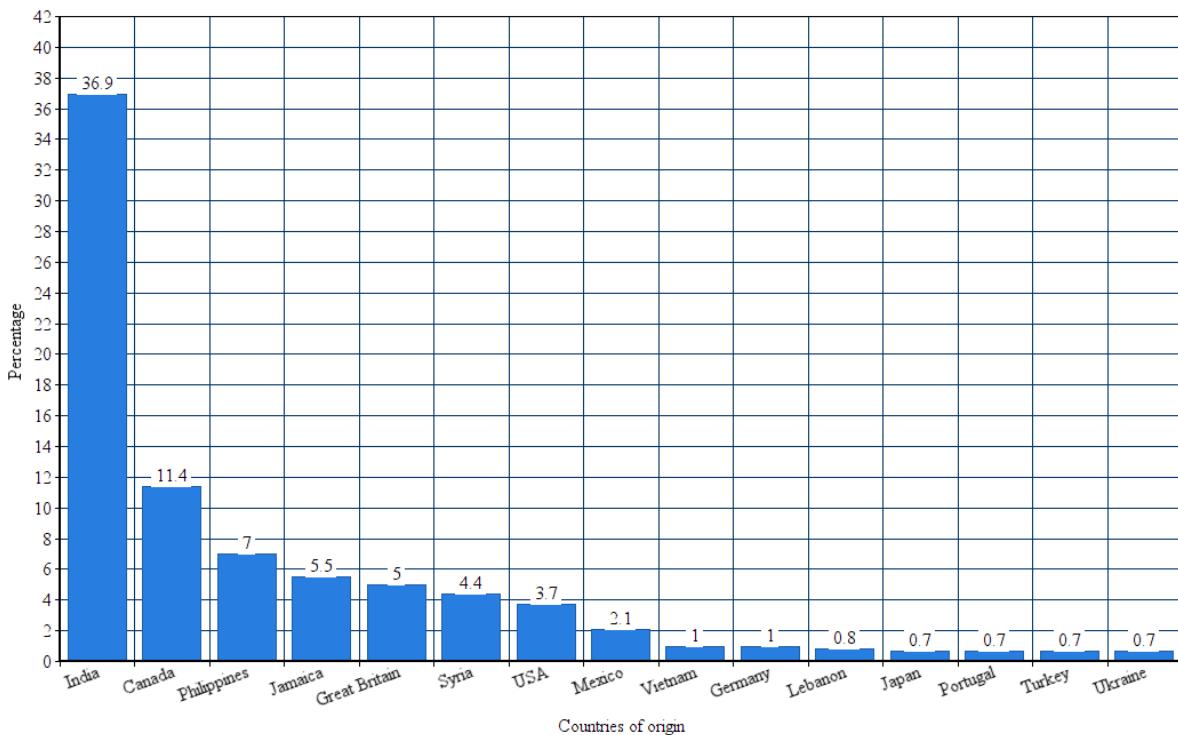
## Languages Spoken

Spanish  
Tagalog  
French  
Gujarati  
Tamil  
English  
Hindi  
Malayalam  
Punjabi  
Arabic

---

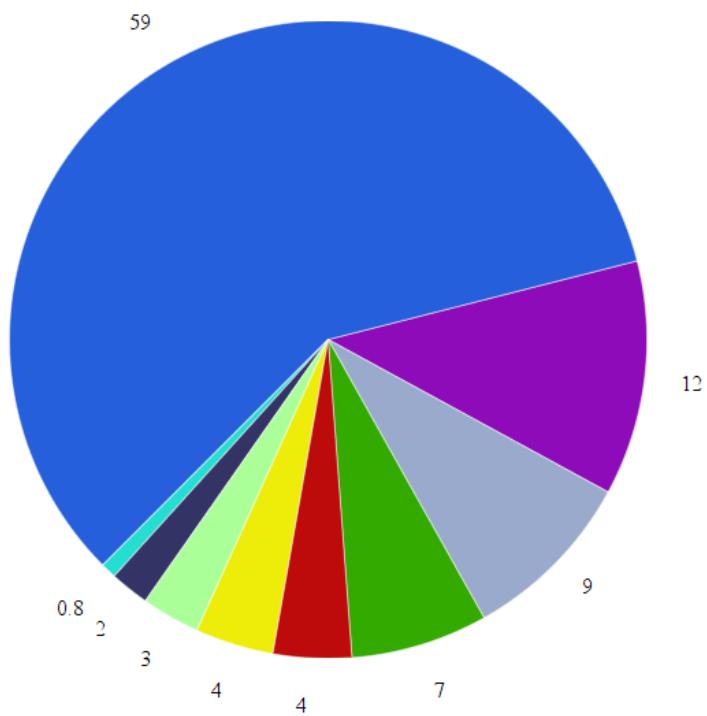
English 47.2% - Punjabi 18.7% - Hindi 14.6% - Tagalog 6.3% - Spanish 5.7%  
- Arabic 4.7% - Gujarati 4.2% - Malayalam 2.6% - French 1.8% - Tamil 1.3%

## Countries of Origin (Top 15)

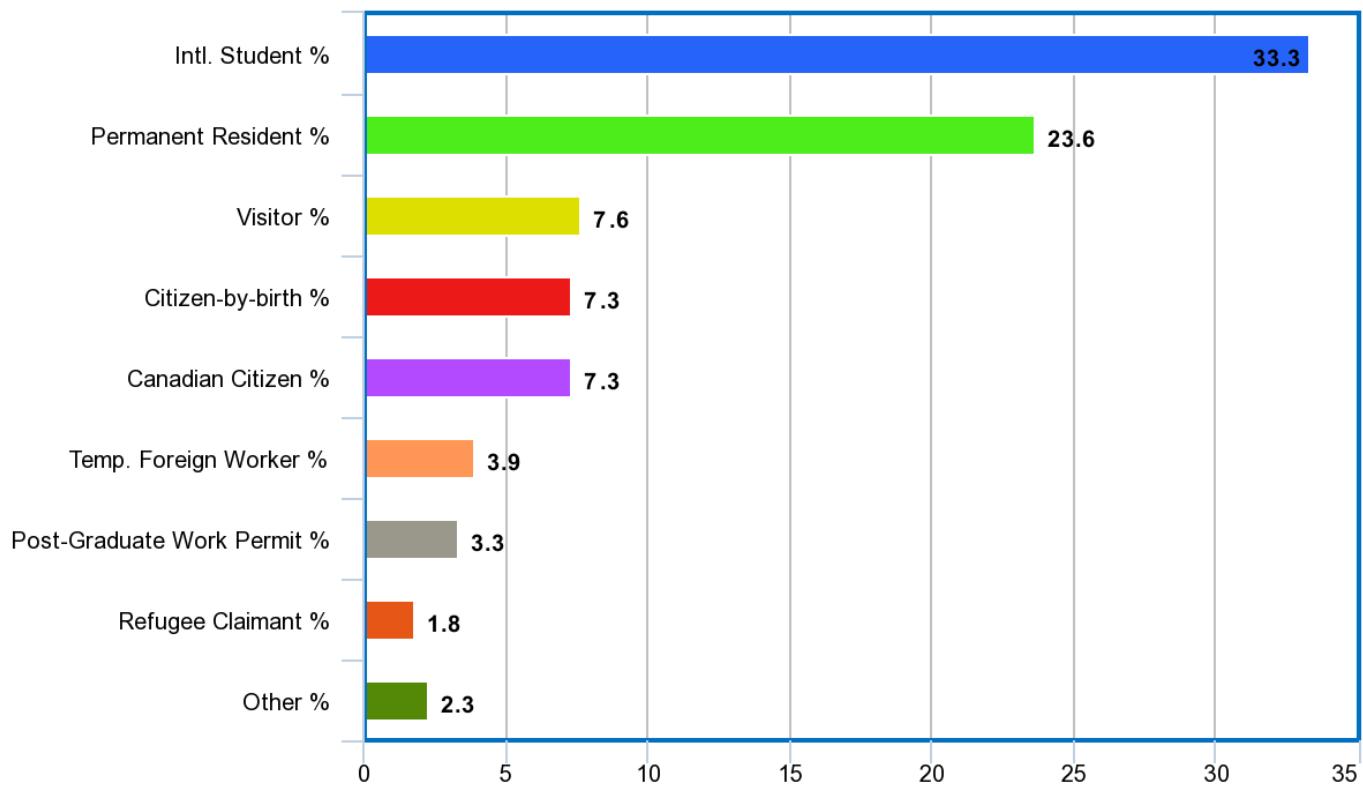


## How Did Clients Hear About QUIS?

■ Family/friends ■ Non-governmental website/media ■ Internal to QUIS ■ Government agency ■ Government publication  
■ Community centre/library ■ School ■ Other settlement agency ■ Employer/coworker



## Immigration Status



# CEOTIS-Central Eastern Ontario Translation & Interpretation



In 2002, Quinte Immigration Services (QUIS) launched CEOTIS; Central Eastern Ontario Translation and Interpretation Services. CEOTIS offers very reasonable fee-for-service interpretation and translation services to Central Eastern Ontario covering Lindsay to Brockville, in over 125 languages. Their interpreters and translators maintain professionalism in challenging situations, are impartial, and respect confidentiality.

Interpreters can be obtained for in-person, teleconference interpretation, as well as message relays and sight translation. Translators are located in Canada and are ATIO-certified (Association of Translators and Interpreter of Ontario). As well CEOTIS -translated documents are guaranteed to be accepted by municipal, provincial and federal levels of Canadian government. Services are available 24 hours a day, 7 days a week by calling 1-888-968-1065.

## Q-STEP-Quinte Skills Training Employment Program

Q U I N T E  
**STEP**  
P R O G R A M

In 2020, QUIS launched a new employment program called Q-STEP; Quinte Skills Training Employment Program. The program provides five weeks of online soft skills training and two-week paid job placement to Permanent Residents, Canadian Citizens, and Protected Persons ages 18 and up who are unemployed or working less than 20 hours per week, and not full-time students.

The program is funded by Skills Advancement Ontario and is now in its second cohort. It primarily focuses on three industries that are experiencing labour shortages in the Quinte area- Transportation, Finance, and Hospitality. After completing their online and on-the-job training, participants are connected with employment opportunities in these industries. Interested participants or employers can register by reaching out to [step@quinteimmigration.ca](mailto:step@quinteimmigration.ca) or (613) 968-7723 x231/x233.

## EDTI-Economic Development through Immigration



The Economic Development through Immigration (EDTI) project matches skilled newcomers residing in Ontario with local industries facing labor shortages in the Quinte region. In addition, EDTI looks to connect newcomers interested in starting up a business in the Quinte Region with business opportunities or entrepreneurship organizations. All newcomers who are legally entitled to work in Canada are eligible for this program. Job-seekers are provided with information, referrals, and assistance with resumes and job-searching. Newcomer entrepreneurs are connected to local organizations that will provide entrepreneurial counselling to start a business or will facilitate the relocating of their existing business to this area.

Employers and newcomers alike are encouraged to make use of the EDTI job board to match job-seekers with paid positions. Local labour market information is also regularly updated and shared with job-seekers, which is particularly helpful for international students seeking permanent residency in Canada through the Express Entry program to assist them in settling permanently in the Quinte area.

EDTI is currently working together with Bay of Quinte region partners to coordinate the response to the Ontario Immigrant Nominee Program (OINP) Regional Pilot Project. This OINP pilot is open to any newcomers (inside and outside Canada) who have a full-time, permanent job offer from an employer located in one of the pilot communities (Chatham-Kent, Cornwall or Quinte West/Belleville) and meet the criteria for the OINP's Employer Job Offer category. EDTI provides potential candidates with information and referral to the program as well as collecting their resumes and pertinent information in an EDTI candidate database. When requested, resumes of potential candidates will be supplied to employers involved in the project in the Quinte region.

## QLIP-Quinte Local Immigration Partnership



The Quinte Local Immigration Partnership (QLIP) is a cooperative effort involving 60 Quinte Region organizations. Their goal is to provide a collaborative framework to facilitate the development and implementation of sustainable solutions for the successful integration of newcomers to the Quinte Region that are local and regional in scope. The QLIP Partnership focuses on improvements in accessing services and on efforts to create a welcoming community for newcomers, close gaps in services and eliminate duplication in services, build potential for increased use of service protocols that meet the needs of newcomers, engage the Francophone newcomer community, and strengthen labour market outcomes for newcomers in the Quinte Region.

The QLIP Partnership Local Settlement Strategy and Action Plan promotes the development of new protocols within the community to improve the delivery of newcomer services. Initiatives to date include a progressive effort in employment consultation services for newcomers to improve labour market integration and a new protocol in the delivery of Quinte Health Care services for newcomers with language difficulties as medical practitioners now have access to interpreters. The QLIP Partnership seeks through collaborative efforts to strengthen local awareness and capacity to successfully integrate newcomers and foster an inclusive and welcoming community.

## Past Events

### **COVID-19 Information Session-April 29<sup>th</sup>, 2020**

On April 29<sup>th</sup>, 2020, QUIS hosted an information session on the COVID-19 situation, including discussions on CERB and other benefits, homeschooling, common pandemic-related scams, OHIP coverage, and updates to QUIS and IRCC services.

### **Friendly Telephone Outreach-April & May 2020**

Throughout April and May 2020, a QUIS staff member reached out to clients by phone to connect socially and inquire if they needed any supports during the shutdown necessitated by the COVID-19 pandemic. Clients who required support were referred to QUIS settlement workers and employment programs as needed.

### **Friendly Letter Outreach-June 2020**

In June 2020, clients were invited to exchange anonymous, uplifting letters to ease isolation and encourage each other. Letters were collected and mailed out by a QUIS staff member to ensure confidentiality.

### **Migrant Workers Information Session-July 8<sup>th</sup>, 2020**

On July 8<sup>th</sup>, 2020, QUIS staff and staff from the FCJ Refugee Centre held a community information system that provided an overview of Canada's immigration system, information on signs of human trafficking, rights and protections for those being trafficked/individuals without status, and how current public health orders apply to different workplaces.

### **NOC Codes Information Session-July 29<sup>th</sup>, 2020**

On July 29<sup>th</sup>, 2020, QUIS staff organized an information session on NOC codes and their role in employment and immigration, avoiding common scams, and matching work experience to NOC codes.

### **Canadian Phrases Information Session-August 14<sup>th</sup>, 2020**

On August 14<sup>th</sup>, 2020, QUIS staff held an information session on common Canadian words and phrases, including the meaning and context of some expressions and terms used in Canadian workplaces and social spaces.

### **IRCC/QUIS Information Session-August 28<sup>th</sup>, 2020**

On August 28<sup>th</sup>, 2020, QUIS staff hosted an information on updates to QUIS and IRCC services, current travel restrictions, current application processes, delays, and cancellations, and local and national COVID-19 updates.

### **Wills & Powers of Attorney Information Session-September 18<sup>th</sup>, 2020**

On September 18<sup>th</sup>, 2020, QUIS staff, in partnership with a lawyer from the Community Advocacy and Legal Centre, organized an information session on wills and powers of attorney including where to obtain accurate and affordable legal services, rights and obligations, and how estates are handled after an individual's death.

### **Canadian History Information Session-October 16<sup>th</sup>, 2020**

On October 16<sup>th</sup>, 2020, QUIS staff held an information session on Canadian history, including discussions of Indigenous history, Canadian government structure, and the diversity of Canadian experiences.

# Upcoming Events

## Online Meditation Group-October 2020

In October 2020, QUIS staff will be starting a meditation group via Zoom. It will be an informal space to allow clients a mindful, peaceful pause from current stresses.

## Housing Information Session-October 2020

In October 2020, QUIS staff will be holding an information session on housing including rights and responsibilities when renting, how to find housing, and what to be aware of when seeking housing.

## Employment Information Session-November 2020

In November 2020, QUIS staff will be hosting an information session on employment, including discussions of QUIS' employment programs, resume and job searching supports, and basic employment rights.

## English Conversation Circle-November 2020

In November 2020, QUIS staff will be starting an English conversation group via Zoom to connect with clients and assist in improving their conversational English skills.

## Santa Pick-ups-December 2020

In December 2020, QUIS staff will be hosting an alternative to the annual Children's Holiday Party that will provide an opportunity for families to pick up gifts and treats for their children for a little holiday cheer during a stressful and financially difficult year.

## IRCC/QUIS Information Session-January 2021

In January 2021, QUIS staff will hold an information session on updates to IRCC services and QUIS programs.

## Crochet/Sewing Circle-January 2021

In January 2021, QUIS will host an online crochet/sewing circle via Zoom to provide clients with an opportunity to both learn a craft and safely socialize.

## Abigail's Learning Centre Information Session-February 2021

In February 2021, QUIS will organize an information session on the services offered by Abigail's.

## Free Tax Clinic-March 2021

In March 2021, following an information session, eligible clients will be able to book appointments to complete their tax returns over the phone with one of QUIS' CVITP volunteers.

# **Your Help is Important!**

We greatly appreciate the generosity of our volunteers, who contribute their efforts to our activities and events. You are one of the biggest reasons for our success! We also would like to thank the individuals, organizations, and partners who have supported QUIS through their donations and time over the past year. You are what makes QUIS great!



QUIS Board of Directors 2019-2020

Canada 

Ontario 

**EMPLOYMENT  
ONTARIO**



## Contact Us

Quinte Immigration Services  
2-345 College Street East  
Belleville, ON, K8N 5S7  
Phone: 613-968-7723  
Email: [info@quinteimmigration.ca](mailto:info@quinteimmigration.ca)  
Website: [www.quinteimmigration.ca](http://www.quinteimmigration.ca)